

91886 SESSION B, 16–20 OCTOBER



Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority

COMMON ASSESSMENT TASK

Level 1 Digital Technologies 2023

91886 Demonstrate understanding of human computer interaction

Credits: Three

Achievement	Achievement with Merit	Achievement with Excellence
Demonstrate understanding of human computer interaction.	Demonstrate in-depth understanding of human computer interaction.	Demonstrate comprehensive understanding of human computer interaction.

Type your School Code and 9-digit National Student Number (NSN) into the space below. (If your NSN has 10 digits, omit the leading zero.) It should look like “123-123456789-91886”.

SchoolCode-YourNSN-91886

Make sure you have the FIVE video files.

Answer ALL parts of the assessment task in this document.

You should aim to write **800–1500 words** in total.

Your answers should be presented in 10pt Verdana font, within the expanding text boxes, and may include only information you produce during this assessment session. Internet access is not permitted.

Save your finished work as a PDF file with the file name used in the header at the top of this page (“SchoolCode-YourNSN-91886.pdf”).

By saving your work at the end of the assessment, you are declaring that this work is your own. NZQA may sample your work to ensure this is the case.

INSTRUCTIONS

You have been provided with five video files. The videos show the user, Leo, carrying out different activities using two similar websites, *amazonsurf.co.nz* and *mana-collective.com*. The task in this assessment requires you to review the interactions in terms of the usability heuristics below.

Read all parts before you watch the videos. You may play, pause, and restart the videos as often as you like. *Note: The videos have no sound.*

RESOURCE: Nielsen's 10 Usability Heuristics

"Usability heuristics" are general principles or "rules of thumb" to help measure the effectiveness of a user interface. You will be familiar with Jakob Nielsen's 10 usability heuristics listed below.

1. Visibility of the system's status
2. Match between the system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognise, diagnose, and recover from errors
10. Help and documentation

Source (adapted): Nielsen, J. (1994, April 14, updated 2020, November 15). *10 usability heuristics for user interface design*. Nielsen Norman Group. <https://www.nngroup.com/articles/ten-usability-heuristics/>

SCENARIO: 18th birthday party

Leo has been invited to his friend Mia’s 18th birthday party. He has already purchased a gift for Mia and has a budget of \$100 left to purchase a new shirt for the party. Leo will purchase the shirt online as there is more choice than shopping in stores.

You will be provided with five short videos which show Leo trying to complete several activities using two different websites. The two websites are *amazonsurf.co.nz* and *mana-collective.com*.

Activities	Video start	
	<i>Amazon Surf</i>	<i>Mana Collective</i>
Video 1: Creating an account	0:00	2:14
Video 2: Browsing products and adding to the wishlist	0:00	2:18
Video 3: Filling in a “contact us” form	0:00	2:14
Video 4: Looking for help options	0:00	2:51
Video 5: Updating account details and logging out	0:00	2:28

ASSESSMENT TASK

- (a) Choose a website – *amazonsurf.co.nz* or *mana-collective.com*.

Describe the purpose of your chosen website.

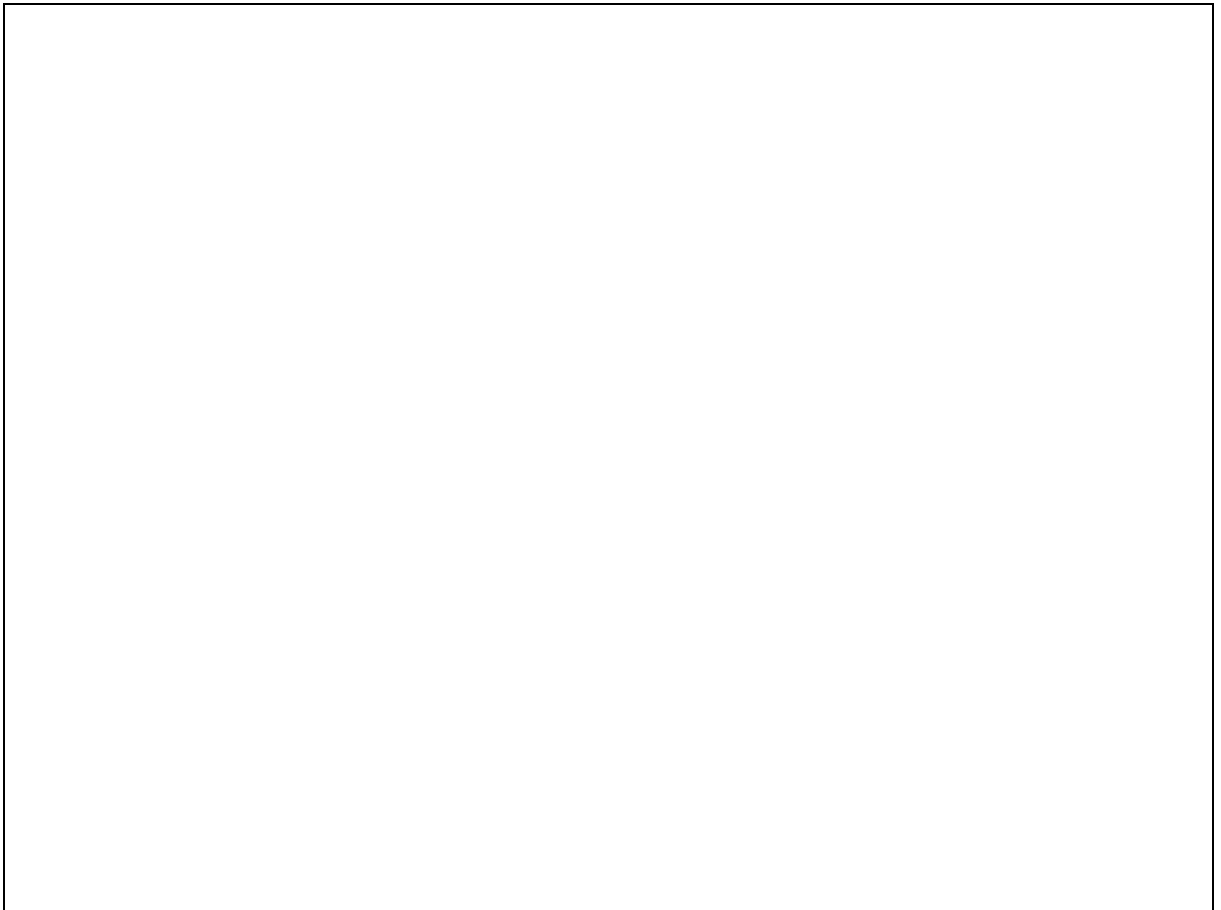
(b) For this part of the assessment you'll be evaluating how specific usability heuristics allowed Leo to complete activities.

(i) Video 2: Browsing products and adding to the wishlist

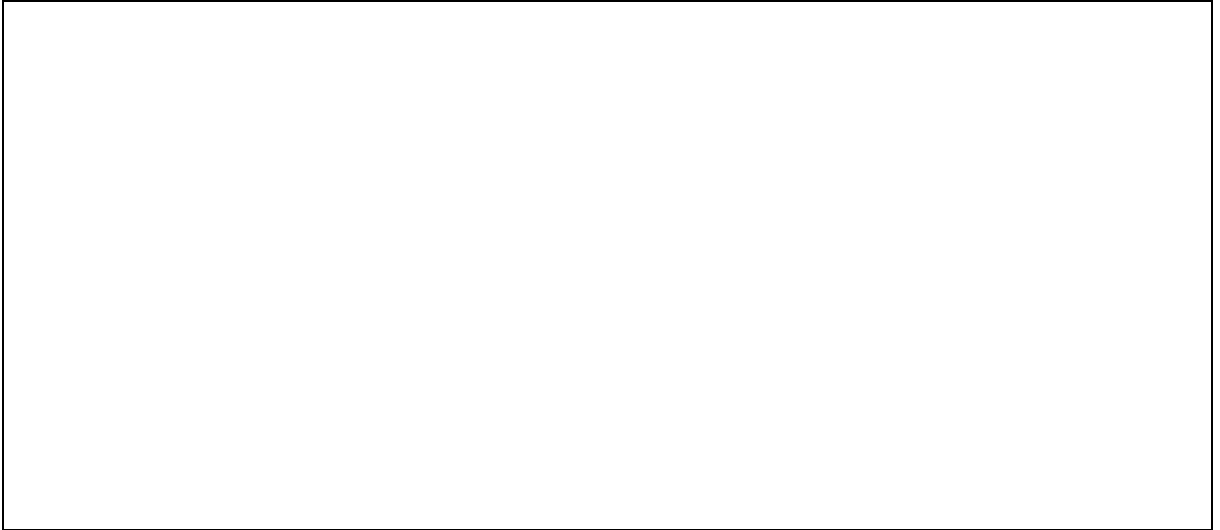
Insert a screenshot(s) showing the heuristic "match between the system and the real world".



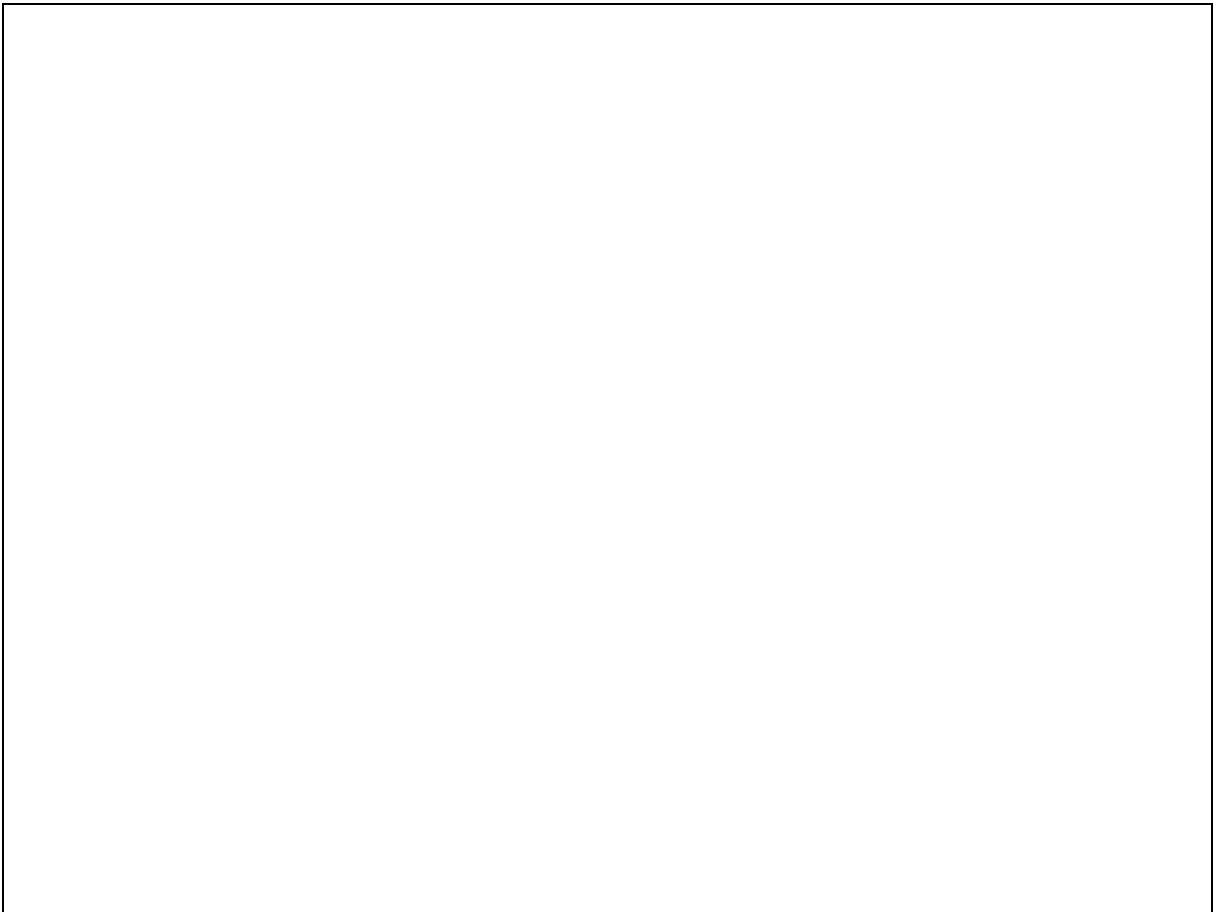
Describe the heuristic "match between the system and the real world", and evaluate how it allowed Leo to complete the activity of browsing products and adding to the wishlist more effectively.



Insert a screenshot(s) showing the heuristic “aesthetic and minimalist design”.

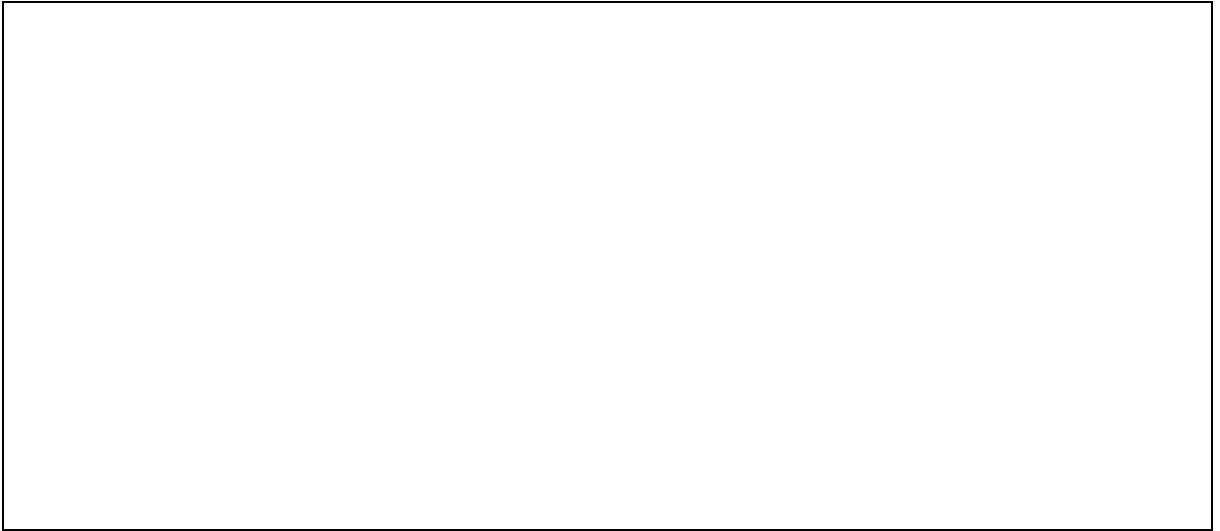


Describe the heuristic “aesthetic and minimalist design”, and evaluate how it allowed Leo to complete the activity of browsing products and adding to the wishlist more effectively.



(ii) **Video 5: Updating account details and logging out**

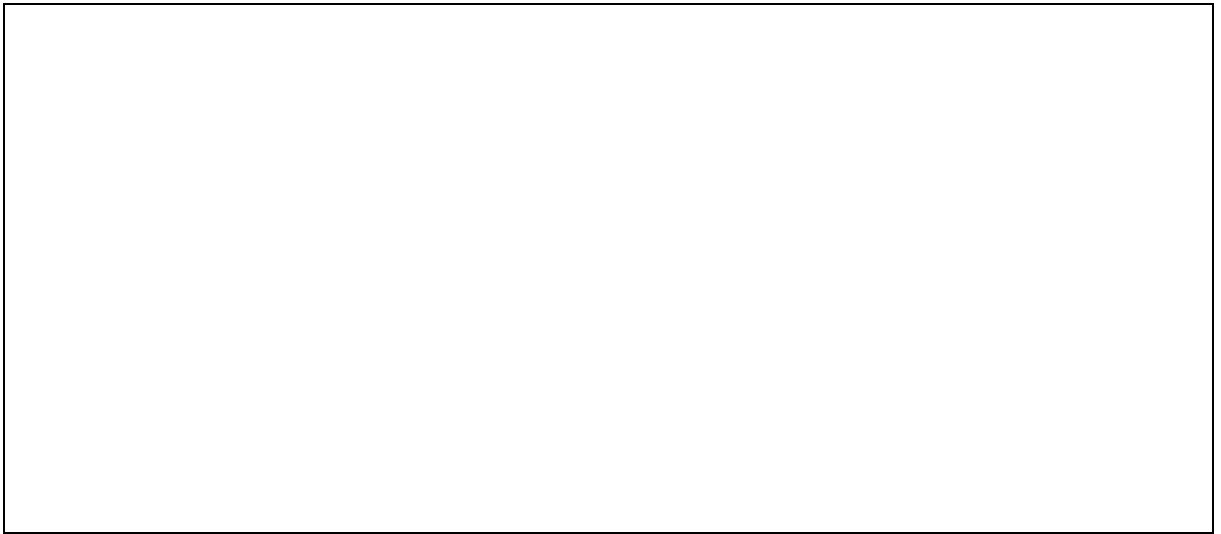
Insert a screenshot(s) showing the heuristic “visibility of the system’s status”.



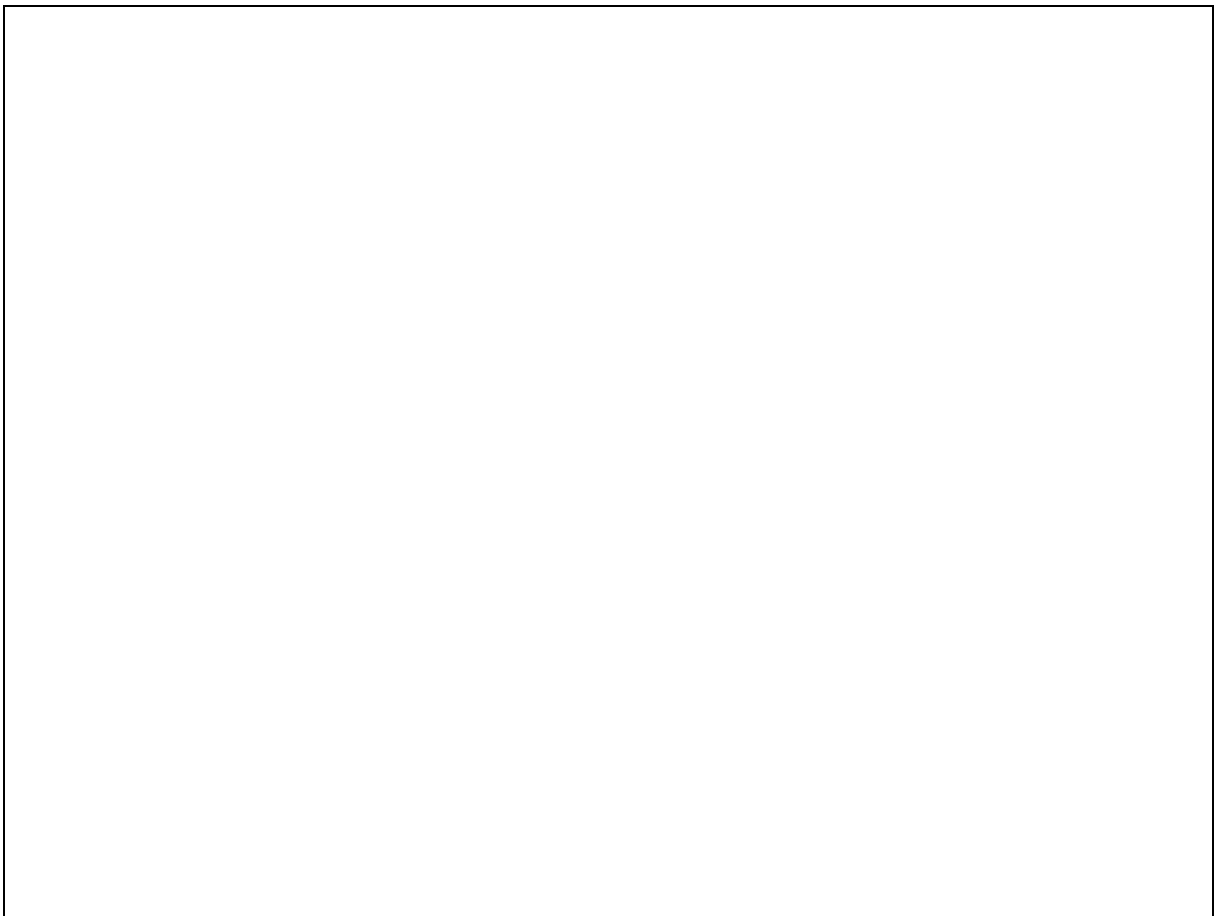
Describe the heuristic “visibility of the system’s status”, and evaluate how it allowed Leo to complete the activity of updating account details and logging out more effectively.



Insert a screenshot(s) showing the heuristic “help users recognise, diagnose, and recover from errors”.



Describe the heuristic “help users recognise, diagnose, and recover from errors”, and evaluate how it allowed Leo to complete the activity of updating account details and logging out more effectively.



(c) Choose one of the following activities to answer part (c):

- Video 1: Creating an account
- Video 3: Filling in a “contact us” form
- Video 4: Looking for help options.

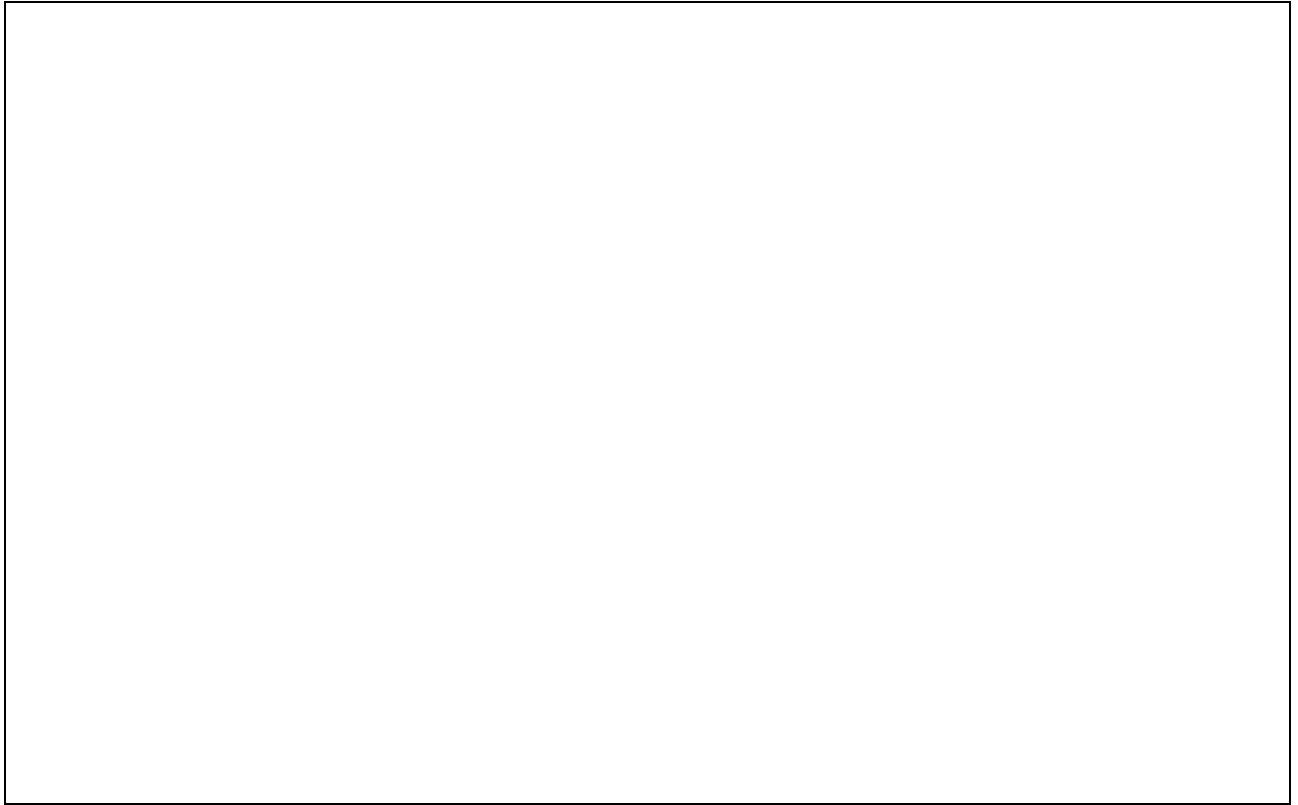
Choice (copy and paste below)

(i) Choose one [usability heuristic](#) that helped Leo complete your chosen activity. You may choose one of the heuristics discussed in part (b).

(ii) Describe your chosen heuristic and evaluate how it allowed Leo to complete the activity more effectively.

- (d) Which of the two websites was the most effective in enabling Leo to complete the necessary activities to purchase a new shirt for Mia's party?
Justify your choice by discussing THREE [usability heuristics](#).

- (e) Suggest how the usability of either website could be improved by referring to at least TWO [usability heuristics](#).

A large, empty rectangular box with a thin black border, intended for the student to write their suggestions for website usability improvements.